

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	170193
<015> Study Area Name	NORTH PITTSBURGH TEL
<020> Program Year	2018
<030> Contact Name: Person USAC should contact with questions about this data	Elsa Werner
<035> Contact Telephone Number: Number of the person identified in data line <030>	9167861734 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	Elsa.Werner@consolidated.com
Form Type	54.313 and 54.422

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code170193

<015> Study Area NameNORTH PITTSBURGH TEL

<020> Program Year2018

<030> Contact Name - Person USAC should contact regarding this dataElsa Werner

<035> Contact Telephone Number - Number of person identified in data line <030>9167861734 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>Elsa.Werner@consolidated.com

<210> For the prior calendar year, were there any reportable voice service outages?

<220>

<a><b1><b2><b3><b4><c1><c2><d><e><f><g><h>

NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

(300) Unfulfilled Service Request Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	170193	
<015>	Study Area Name	NORTH PITTSBURGH TEL	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data		
<035>	Contact Telephone Number - Number of person identified in data line <030>	Elsa Werner	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com	
<300>	Unfulfilled service request (voice)		
<310>	Detail on attempts (voice)		
<320>	Unfulfilled service request (broadband)		
<330>	Detail on attempts (broadband)		

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170193
<015>	Study Area Name	NORTH PITTSBURGH TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170193
<015>	Study Area Name	NORTH PITTSBURGH TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	170193PA510.pdf
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<600>	Certify compliance regarding ability to function in emergency situations	
<610>	Descriptive document for Functionality in Emergency Situations	

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees

(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<900>	Does the filing entity offer tribal land services? (Y/N)	No
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<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.



(1000) Voice and Broadband Service Rate Comparability Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	Elsa Werner 9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<1000>	Voice services rate comparability certification	
<1010>	Attach detailed description for voice services rate comparability compliance	
<1020>	Broadband comparability certification	
<1030>	Attach detailed description for broadband comparability compliance	

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers	
Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	170193
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div>170193PA1210.pdf</div>	Name of Attached Document
<1220>	Link to Public Website	HTTP	https://www.consolidated.com/support/terms-policies/tariffs-service-catalogs/pennsylvania

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2005) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013
<010>	Study Area Code	170193
<015>	Study Area Name	NORTH PITTSBURGH TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting



- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?

Name of Attached Document Listing Required Information

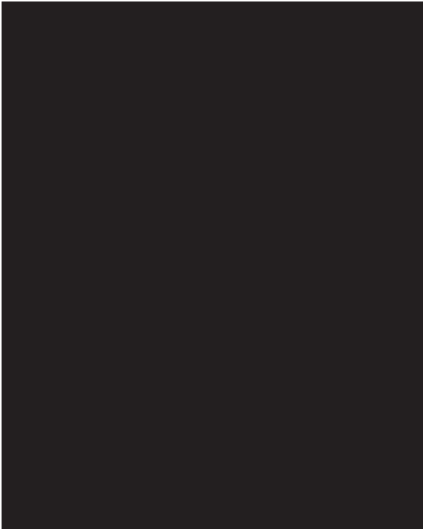


- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?

Name of Attached Document Listing Required Information

- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).

- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)



(2005) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)



Name of Attached Document Listing
Required Information



(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	170193
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(iii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	<input type="radio"/> (Yes) <input type="radio"/> (No)
(3014)	If yes, does your company file the RUS annual report	<input type="radio"/> (Yes) <input type="radio"/> (No)
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	<input type="radio"/> (Yes) <input type="radio"/> (No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	170193
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	170193
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

REDACTED – FOR PUBLIC INFORMATION

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTH PITTSBURGH TEL	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/29/2017
Printed name of Authorized Officer: Michael Shultz	
Title or position of Authorized Officer: Vice President Regulatory & Public Policy	
Telephone number of Authorized Officer: 9367887414 ext.	
Study Area Code of Reporting Carrier: 170193	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED – FOR PUBLIC INFORMATION

Attachments

REDACTED – FOR PUBLIC INFORMATION

(700) Price Offerings including Voice Rate Data Data Collection Form										FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>		Elsa.Werner@consolidated.com							
<701>	Residential Local Service Charge Effective Date		<table><tr><td>1/1/2017</td></tr></table>							1/1/2017
1/1/2017										
<702>	Single State-wide Residential Local Service Charge									
<703>										
<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>		
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees		

(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

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State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}

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REDACTED – FOR PUBLIC INFORMATION

(800) Operating Companies
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	170193
<015>	Study Area Name	NORTH PITTSBURGH TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<810>	Reporting Carrier	Consolidated Communications of Pennsylvania Company
<811>	Holding Company	Consolidated Communications, Inc.
<812>	Operating Company	Consolidated Communications of Pennsylvania Company

[illegible]

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Supplement No. 217 - Telephone - PA P.U.C. No. 11

Consolidated Communications Pennsylvania Company

Section 2
Fifth Revised Sheet 4
Canceling Fourth Revised Sheet 4

LOCAL EXCHANGE SERVICE (cont'd)

D. LIFELINE SERVICE

1. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low-income customers who qualify for this service in accordance with the following regulations. (C)
(C)

2. REGULATIONS

- A. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (household is defined as any individual or group of individuals who are living together at the same address as one economic unit; an economic unit is "all adult individuals contributing to and sharing in the income and expenses of a household). However, a qualified residence customer or household is not eligible for Lifeline Service if they are currently receiving a Lifeline program discount on another service supported by the Federal Communications Commission. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than four (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service. (C)
(C)
(C)
(C)
- B. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
- i. One-Party Residence Unlimited Service and Local Measured Service, if available.
 - ii. Directory Listing (standard only).
 - iii. Non-Published or Non-Listed Telephone Number Service.
 - iv. Access to Directory Assistance Service.
 - v. Touch-Tone Calling Service.
 - vi. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/566/900 and any other type of Audiotex Service.
 - vii. Access to Operator Services.
 - viii. Voluntary Toll Restriction Option.
 - x. Access to 800/888 Services.
 - xi. Access to Call Trace.
 - xii. Access to Alerting and Reporting Systems (9-1-1 dialing).
 - xiii. Access to the Pennsylvania Telecommunications Relay Service.
 - xiv. Caller ID Per-call and Per-line Blocking.
 - xv. Other eligible telecommunications services at tariffed rates.

(C) Indicates Change

LOCAL EXCHANGE SERVICE (cont'd)

D. LIFELINE SERVICE (cont'd)

2. REGULATIONS (cont'd)

- C. An applicant for Lifeline Service must be a current participant in one of the following programs:

Pennsylvania Department of Human Services (DHS) Programs:

- (C)
- (C)
- Supplemental Security Income (SSI)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (fka Food Stamps)
- (C)

Additional Eligible Programs:

- Federal Public Housing Assistance Program (Section 8)
- Veteran's Pension or Survivor's Pension Benefit (C)

OR

must be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (except Alaska and Hawaii) and the District of Columbia.

Recertification of Lifeline Service participants will be conducted annually by Consolidated Communications Pennsylvania Company to ensure continued eligibility. (C)

Lifeline customers have the responsibility to notify the Company within sixty (60) days of a change in eligibility status if they no longer qualify for Lifeline Service.

The DHS Programs listed above must be certified by DHS. Such certification by DHS will be provided only when a DHS client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DHS will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DHS is subject to execution of an agreement with DHS and Consolidated Communications Pennsylvania Company. (C)

(C) Indicates Change

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Supplement No. 217 - Telephone - PA P.U.C. No. 11

Consolidated Communications Pennsylvania Company

Section 2
First Revised Sheet 5A
Cancels Original Sheet 5A

LOCAL EXCHANGE SERVICE (cont'd)

D. LIFELINE SERVICE (cont'd)

D. REGULATIONS (cont'd)

D. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2.C. above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Consolidated Communications Pennsylvania Company. When Consolidated Communications Pennsylvania Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DHS programs in 2.C. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (60 working days from the date of notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Services. (C)

(C) Indicates Change

Issued: November 2, 2016

Effective: December 2, 2016

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Supplement No. 217 - Telephone - PA P.U.C. No. 11

Consolidated Communications Pennsylvania Company

Section 2
Fourth Revised Sheet 6
Canceling Third Revised Sheet 6

LOCAL EXCHANGE SERVICE (cont'd)

D. LIFELINE SERVICE (cont'd)

2. REGULATIONS (cont'd)

- E. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- F. Only services listed in 2.B. above will be provided to Lifeline customers.
- G.
- H. Customer requested temporary suspension of Lifeline Service is not permitted.
- I. Lifeline Service does not apply to applicants who are full-time students living in university or college controlled housing.
- J. (C)
- K. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Consolidated Communications Pennsylvania Company.
- L. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s). (C)
- M.
- N. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- O. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- P. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C) Indicates Change

Issued: November 2, 2016

Effective: December 2, 2016

REDACTED – FOR PUBLIC INFORMATION

Supplement No. 208 - Telephone - PA P.U.C. No. 11

Consolidated Communications Pennsylvania Company

Section 2
Fifth Revised Sheet 7
Canceling Fourth Revised Sheet 7

LOCAL EXCHANGE SERVICE (cont'd)

D. LIFELINE SERVICE (cont'd)

3. DIAL TONE LINE MONTHLY RATE

A. Applicable Residence Dial Tone monthly rate.

(C)

B. Lifeline Service customers will receive an interim Federal credit amount of \$9.25 on their monthly telephone bill, pursuant to *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Dkt. Nos. 11-42 *et al.*, CC Dkt. No. 96-45, FCC 12-11 (rel. Feb. 6, 2012) (*Lifeline Reform Order*).

(C)

|

(C)

C. Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

(C) Indicates Change

Issued: June 1, 2012

Effective: July 1, 2012

Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)

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**Federal Communications Commission
Form 481 Annual Reporting Data Collection Form
Section 510 Service Quality Standards &
Consumer Protection Rules Compliance**

Consolidated Communications of Pennsylvania Company, LLC (CCPA) is compliant with the Service Quality Standards as set forth by the Pennsylvania Public Utility Commission in the Title 52 Public Utilities Chapter 63. Telephone Service Subchapter E. Telephone Quality Service Standards Section §63. Section §63 has three required categories of performance benchmarks:

- 1) Service Orders:
 - a. Installation of Service:
 - i. Primary Service Orders (completed 95% within 5 working days),
 - ii. Non-primary Service Orders (completed 90% within 20 days),
 - iii. Installation Commitments Met (at least 90%)
- 2) Answer Time
 - a. Operator Handled Calls:
 - i. Toll and Assisted Operator Calls (90% shall not exceed 10 seconds),
 - ii. Repair and Service Calls (85% answered thing 20 seconds),
- 3) Trouble Reports:
 - a. Customer Trouble Reports (<5.5 customer trouble reports per 100 Access Lines per month)
 - b. Other Out of Service Reports (cleared within 24 hours, except for isolated weekend outages affecting fewer than 15)
 - c. Emergency Out of Service Reports (within 3 hours of the reported outage)

Customer Proprietary Network Information

General

The purpose of this policy is to specify the circumstances under which CCI and its employees are required to gain customer approval prior to using, disclosing, or permitting access to customer-specific customer proprietary network information (CPNI) and to set forth the requisites for obtaining customer notification and approval. This information is intended to be consistent with the Federal Telecommunications Act of 1996 §222 and State PUC rules in balancing competitive and consumer privacy interests with respect to customer-specific CPNI.

CPNI rules pertain to all customers of CCI's ILEC, CLEC and Long Distance lines of business.

Definition

Customer Proprietary Network Information (CPNI) is defined as: Information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service that is subscribed to by any customer of a telecommunications carrier and that is made available solely by virtue of carrier-customer relationship; and information in bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier except that such term does not include subscriber list information.

Customer approval not required

CCI and its employees may not use, disclose, or permit access to customer-specific CPNI, without customer approval except as outlined below:

No customer approval is needed to market the following services to customers:

- Inside Wire Services (install, maintain, repair)
- Specified Information Services – voice mail, call answering, fax store &
- Forward
- CMRS (wireless), Paging services
- Adjunct-to-basic services:
- Computer assisted DA
- Caller ID
- Call Waiting
- Speed Dialing
- Call Blocking
- Call Forwarding
- Call Tracing
- Centrex features
- Messaging services
- New Services (within the existing line-of-business relationship with the customer)

Customer's right to restrict CPNI

A customer may notify CCI that such customer restricts the use of, disclosure of, and access to that customer's specific CPNI. In this case, customer specific CPNI should not be disclosed or used in marketing services to that customer. Customer records should indicate that no approval is granted to use the customer's CPNI.

CCI must establish a free 24-hour per day 7 day per week method for customers to disapprove use of individual CPNI.

Customer approval required

CCI may not use, disclose, or permit access to customer-specific CPNI, without customer approval, for the following:

- ☐ To market to a customer service offerings that are within a category of service to which the customer does not already subscribe to from CCI, unless we have customer approval to do so;
- ☐ To provide Internet access; or
- ☐ To identify or track customers who call competing service providers.

Obtaining customer approval

There are three methods of obtaining customer approval to use individual CPNI:

1. Opt-Out method. Customer approval assumed 30 days after notice unless the customer specifically denies consent. If Opt-Out is used, notices must be sent every two years.

2. Opt-In method. Customer must expressly give consent prior to our disclosure of CPNI to unrelated third parties or to affiliates that do not provide telecommunications services.

3. One-Time Use method. CCI may use oral notice to obtain limited, one-time use of CPNI for inbound and outbound customer telephone contacts for the duration of the call, regardless of whether carriers use opt-out or opt-in approval based on the nature of the contact.

- CCI may obtain approval through written, oral or electronic methods;
- When relying on oral approval, we must bear the burden of demonstrating that such approval has been given in compliance with this section;
- CCI must maintain records of notification and approval, whether oral, written, or electronic, for at least one year.

Methods of obtaining customer approval to use individual CPNI

Notification

Prior to any solicitation for customer approval, CCI must provide notification, through oral, written or electronic methods, to the customer of the customer's right to restrict use of, disclosure of, and access to that customer's CPNI.

Specific notification requirements

Customer notification, through either oral, written or electronic methods, must provide sufficient information to enable the customer to make an informed decision as to whether to permit CCI to use, disclose, or permit access to the customer's CPNI. The notification must be comprehensible and not be misleading. If written notification is provided, the notice must be legible, use sufficiently large type, and be placed in an area so as to be readily apparent to a customer. In carrying out this provision, the notification must:

- Specify the types of information that constitute CPNI and the specific entities that will receive the CPNI, describe the purposes for which CPNI will be used, and inform the customer of the right to disapprove those uses, and deny or withdraw access to CPNI at any time;
- State that the customer has a right, and the carrier a duty, under federal and state law, to protect the confidentiality of CPNI; and
- Advise the customer of the precise steps necessary for granting or denying access to CPNI, and clearly state that a denial of approval will not affect the provision of any services to which the customer subscribes.

Other notification requirements

CCI shall adhere to the following notification specifications:

- If any notification is translated into another language, then all portions of the notification must be translated into that language.
- The notification may state that the customer's approval to use customer-specific CPNI may enhance CCI's ability to offer products and services tailored to the customer's needs.
- The notification may state that CCI may be compelled to disclose CPNI to any person upon affirmative written request by the customer.
- CCI may not include in the notification any statement attempting to encourage a customer to freeze third party access to CPNI.
- CCI's solicitation for approval must be proximate in time to the notification of a customer's CPNI rights, and if written, placed in the same envelope in which notification is mailed.
- The notification must state that any approval or denial of approval for the use of CPNI outside of the service to which the customer already subscribes to from CCI is valid until the customer affirmatively revokes or limits such approval or denial.

Safeguards

Prior to solicitation of a customer's approval, CCI must establish the following with respect to safeguard provisions for the use of customer-specific CPNI:

- CCI must implement a system by which the status of a customer's CPNI approval can be clearly established prior to use of the CPNI.
- CCI must train their personnel as to when they are and are not authorized to use CPNI, and carriers must have an express disciplinary process in place to reprimand personnel who violate CPNI requirements and procedures, as outlined in this section.
- CCI must maintain a record, electronically or in some other manner, of their sales and marketing campaigns that use CPNI. CCI must maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record must include a description of each campaign, the specific CPNI that was used in the campaign, the date and purpose of the campaign, and what products or services were offered as part of the campaign. CCI must retain the record for a minimum of one year.
- CCI must establish a supervisory review process regarding its compliance with these provisions for outbound marketing situations and maintain records of its compliance for a minimum period of one year. Specifically, sales personnel must obtain supervisory approval of any proposed outbound marketing request.
- CCI must have an officer sign a compliance certificate on an annual basis stating that the agent has personal knowledge that the operating procedure established by the carrier is in compliance with the commission's CPNI rules. A statement explaining how CCI is in compliance with the provisions in this subsection must accompany the certificate.

Aggregate CPNI

If CCI compiles and uses aggregate CPNI for marketing purposes or provides aggregate CPNI to any business associated with CCI for marketing purposes, it must also provide aggregate CPNI to any third party upon reasonable request. CCI must offer to provide aggregate CPNI under reasonable and nondiscriminatory terms and conditions, provided that the third party must specify the type and scope of the aggregate CPNI requested.

Subscriber list information

As CCI provides local telephone exchange service, it shall provide subscriber list information gathered in its capacity as a provider of such service on a timely and unbundled basis, under nondiscriminatory and reasonable rates, terms, and conditions, to any person upon request, to the extent that such person uses the subscriber list information solely for publishing directories in any format.

Definition:

The term "subscriber list information," means any information: identifying the listed names of subscribers of CCI and such subscribers' telephone numbers, addresses, or primary advertising classifications (as such classifications are assigned at the time

of the establishment of such service), or any combination of such listed names, numbers, addresses, or classifications; and that CCI or an affiliate has published, caused to be published, or accepted for publication in any directory format.

Violation of policy

Associates are required to treat CPNI in accordance with the guidelines outlined herein. Failure to adhere to these requirements will result in corrective action being taken against the associate as outlined in the Human Resources Practices Progressive Discipline Policy.

**Federal Communications Commission
Form 481 Annual Reporting Data Collection Form**

SECTION 610 FUNCTIONALITY IN EMERGENCY SITUATIONS

**§54.313(a)(6) – ABILITY OF VOICE SERVICE TO FUNCTION IN EMERGENCY
SITUATIONS**

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**§54.313(a)(6) – ABILITY OF BROADBAND SERVICE TO FUNCTION IN EMERGENCY
SITUATIONS**

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